

Overview

This guide shows how to use recovery mode to get your phone ready when it fails to start up. Yealink IP phones support recovery mode using TFTP protocol only.

Generally, when a Yealink IP phone is powered and connected to the network properly, it will start up successfully and get ready for you to use. In case, the IP phone is accidentally powered off when upgrading, the system data in the flash may be damaged and this make the IP phone fail to start up. **Therefore, we strongly recommend that do not unplug or remove the power when the phone is updating firmware or configurations.**

Getting started

Before using recovery mode to get your IP phone ready. You should obtain the firmware of the IP phone and rename it, install a TFTP download server.

Preparing the firmware resource file

You can ask your system administrator for the firmware or download it from Yealink web site at: <http://www.yealink.com/support>.

The file name of the firmware used for recovery mode is strictly required. For example, to use recovery mode on SIP-T28P IP phones, you must rename the file name of the firmware as T28.rom. For more detail about the file name of the firmware corresponding to the phone model, refer to the following table:

Phone Model	The Resource Files Required (case-sensitive)
SIP-T20P	T20.rom
SIP-T22P	T22.rom
SIP-T26P	T26.rom
SIP-T28P	T28.rom
SIP-T32G	T32.rom and T32.bin
SIP-T38G	T38.rom and T38.bin
SIP-T60P	T60.rom
SIP-T65P	T65.rom
SIP-T68	T68.rom and T68.bin
VP530	V4X.rom, V4X.bin and V4X.rfs

Phone Model	The Resource Files Required (case-sensitive)
T19	T19D.rom, T2XD.bin and T2XD.rfs
T21	T21D.rom, T2XD.bin and T2XD.rfs
T41	T41.rom, T41.bin and T41.rfs
T42	T42.rom, T42.bin and T42.rfs
T46	T46.rom, T46.bin and T46.rfs
W52	W52P.rom, W5X.bin and W5X.rfs

Note

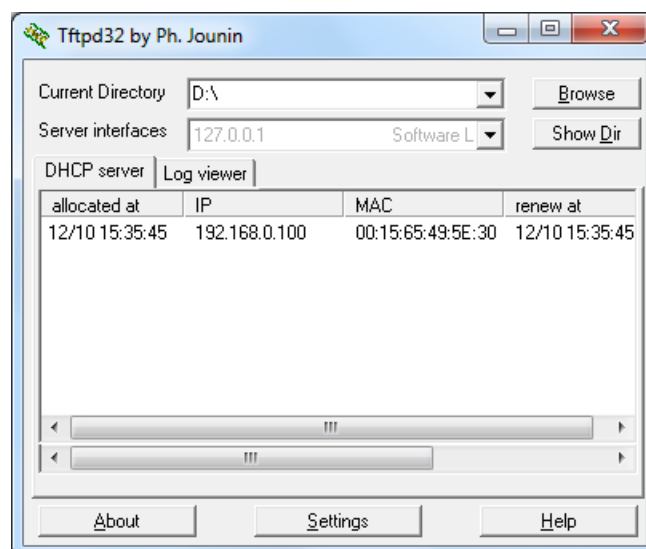
For W52, You need to use another different way to configure it. Because there is no LCD on BASE. Please click this link: [Recovery Mode on W52P](#)

Configuring the TFTP Server

This session shows how to configure a TFTP server for windows using tftpd32 application. You can download the tftpd32 application from web at: http://tftpd32.jounin.net/tftpd32_download.html. If there is a TFTP server existed in your network, you can skip this session and go to next.

Procedures:


1. Double click the tftpd32.exe to start the application.
2. Click the **Browse** button to locate the TFTP root directory from the local system.
3. Upload the renamed firmware file to the TFTP root directory.
4. Select the local IP address from the pull-down list of **Server interface**.



Using Recovery Mode on Yealink IP Phones

This section shows how to perform recovery mode on Yealink IP phones step by step. The following screenshots take the SIP-T28P IP phone for reference.

Procedures:

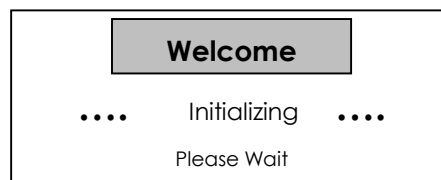
1. Press  and reconnect the power adapter to trigger the recovery mode. Follow the recovery mode wizard on the phone LCD screen to complete. Enter the parameters' value of **IP address**, **subnet mask**, **default gateway**, **TFTP server address** in the corresponding fields.

1. IP Address:	10. 2. 11.124
2. Netmask:	255.255.255. 0
3. IP Gateway:	10. 2. 11.254
4. TFTP Server:	10. 2. 11.123

2. Press **OK** to complete the recovery mode.

The IP phone will download and upgrade the firmware from the TFTP server. After upgrading, the IP phone will initialize successfully and get ready for use after starting up.

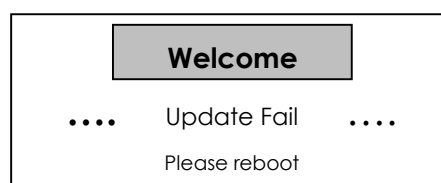
Screenshot of the LCD screen when upgrading successfully for reference:



If the IP phone upgrades unsuccessfully, the phone LCD screen will indicate the failure. You need to check and make sure:

1. The connectivity between the TFTP server and the IP phone works well.
2. The firmware file is correctly renamed and uploaded to the root directory of TFTP server.
3. Repeat the recovery mode procedures to try again.

Screenshot of the LCD screen when upgrading unsuccessfully for reference:



Note

You can also press the soft key (the second from the left on the phone) and reconnect the power adapter to trigger the recovery mode on Yealink VP530 IP phone.


Getting started for W52P

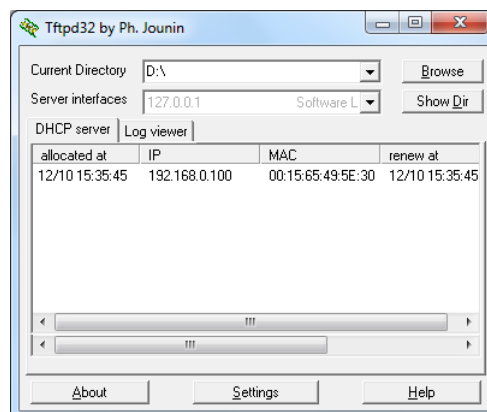
Before using recovery mode to get your W52P ready. You should obtain the firmware of the IP phone and rename it, install a DHCP server and TFTP download server.

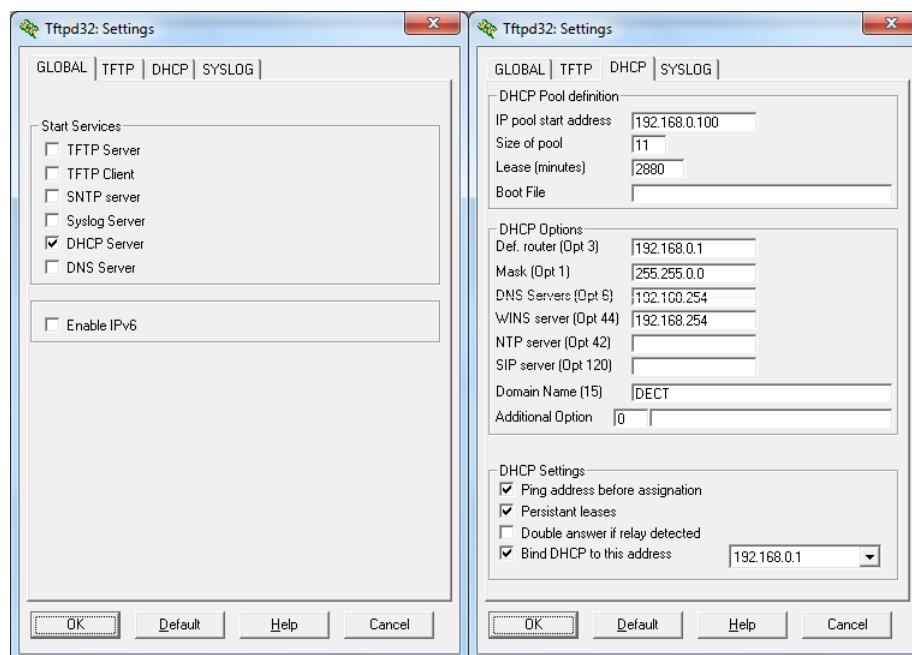
Configuring the DHCP Server for W52P

This session shows how to configure a DHCP server for windows using tftpd32 application. You can download the tftpd32 application from web at: http://tftpd32.jounin.net/tftpd32_download.html. If there is a DHCP server existed in your network and have the same network segment like below, you can skip this session and go to next.

Parameter	Default Value
Gate Way IP	192.168.0.1
Net Mask	255.255.0.0
DECT IP	192.168.0.100
TFTP Server IP	192.168.0.23

1. Configure the local IP address of PC with 192.168.0.1.
2. Double click the tftpd32.exe to start the application.
3. Click the  button to configure the DHCP server.
4. Configure the DHCP server like below and then press OK to save the modification.



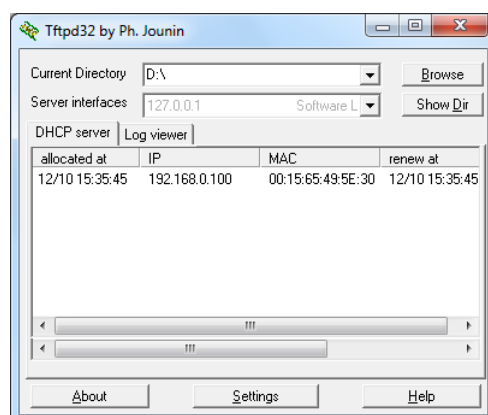


Configuring the TFTP Server for W52

This session shows how to configure a TFTP server for windows using tftpd32 application. You can download the tftpd32 application from web at: http://tftpd32.jounin.net/tftpd32_download.html. If there is a TFTP server existed in your network and the IP address is 192.168.0.23, you can skip this session and go to next.

Procedures:


1. Configure the local IP address with 192.168.0.23 in another PC.
2. Double click the tftpd32.exe to start the application.
3. Click the **Browse** button to locate the TFTP root directory from the local system.
4. Upload the renamed firmware file to the TFTP root directory.
5. Select the local IP address from the pull-down list of **Server interface**.



Using Recovery Mode on W52

This section shows how to perform recovery mode on W52 step by step.

Procedures:

1. Press  and reconnect the power adapter to trigger the recovery mode and then wait for about 10 minutes. You can pay attention to the log of TFTP server.
Make sure that Base have asked for the files.
2. Try to open the WEB UI with the IP address 192.168.0.100 via PC.
3. Check the firmware version in Status.